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10 **UNITED STATES BANKRUPTCY COURT**
11 **CENTRAL DISTRICT OF CALIFORNIA – SANTA ANA DIVISION**
12

13 In re
14 THE LITIGATION PRACTICE GROUP P.C.,
15 Debtor.
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19
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21

Case No. 8:23-bk-10571-SC

Chapter 11

**FOURTH REPORT OF ETHICS
COMPLIANCE MONITOR NANCY B.
RAPOPORT - AUGUST 27, 2024**

Fourth Report of Ethics Compliance Monitor Nancy B. Rapoport — August 27, 2024

Pursuant to the *Order Appointing Nancy Rapoport as Ethics Compliance Monitor* dated August 7, 2023 [Docket No. 363] (the “Monitor Order”), this is my fourth report (“Fourth Report”) to this Court. My first report appears at Docket No. 720 (filed November 27, 2023), my second report appears at Docket No. 951 (filed February 21, 2024), my third report appears at Docket No. 1227 (filed May 15, 2024), and my supplement to the third report appears at Docket No. 1340 (filed June 12, 2024). As is my usual practice when filing reports with a Court, I shared initial drafts of this Fourth Report with representatives of Morning Law Group, the Official Committee of Unsecured Creditors (“Creditors’ Committee”), and the Trustee in order to give them an opportunity to comment and to correct any potential misstatements.

General Observations

The Monitor Order itself; scope of my appointment. In the Monitor Order, this Court appointed me to “monitor the Buyer’s compliance with generally understood ethical standards and consumer protection obligations relating thereto and not to act as an attorney or to provide any legal advice whatsoever to the Buyer or to any of the Buyer’s to-be-assumed clients. Given the reach of the operations, Monitor’s role shall not include specific compliance with any given state’s ethics rules but will be based on generally established legal ethics principles.” Monitor Order at para. 2, p. 3; *see also id.* at para. 4, pp. 3-4. In this role, I am “vested with all rights and powers reasonably necessary to carry out such powers, duties, authority, and responsibilities. In the event of any conflict between the APA and this Order, the terms of this Order shall control.” *Id.* at para. 5, p. 4.

In particular, my duties include the following:

6. a. work with all diligence to confirm and oversee compliance with the ethical issues raised as part of the representations and warranties of the Buyer as set forth in the APA, including but not limited to sections 12(j) through 12(k), section 12(m) and sections 12(q), as follows ...:

i. Buyer's LSAs and the implementation thereof have been modified ("Modified LSA's") for compliance with the Telephone Consumer Protection Act, 47 U.S.C. § 227 ("TCPA"), the Telemarketing Sales Rule, 16 C.F.R. Part 310 (the "TSR"), and the Credit Repair Organizations Act, 15 U.S.C. § 1679 (the "CROA"), as well as all applicable laws and regulations as well as any Order of the Bankruptcy Court;

ii. The performance of the Modified LSAs will similarly comply with the TCPA, TSR, and the CROA, as well as all applicable laws and regulations as well as any Order of the U.S. Bankruptcy Court;

iii. Review and recommend the procedures to assume and assign the reformed LSAs as set forth in the APA, and as may be further ordered by the Bankruptcy Court;

iv. Buyer's cooperation with the requests, oversight, and inquiries of the Monitor;

v. Buyer's provision of profit and loss statements, balance sheets, deposit accounts, and other financial information related to the Active Executory Contracts and Inactive Executory Contracts being purchased by Buyer; and

vi. Buyer's provision of both reports and administrative access into Buyer's ACH processing merchant account and related bank accounts, as well as customer relationship management software, such as Debt Pay Pro (or other similar software) for the purpose of monitoring Buyer's compliance with the APA as it relates to Active and Inactive Executory Contracts it is purchasing.

b. work with all diligence to confirm and oversee reformation of the terms of Buyer's Legal Services Agreement;

c. provide regular reports to the Bankruptcy Court, which reports shall be filed on the Bankruptcy Court's docket, with electronic notice to the Trustee and Committee, and which reports may include a discussion of the Buyer's possible violation of generally accepted legal ethics principles, if any.

Id. at para. 6, pp. 3-4. Pursuant to the Monitor Order, the First Report was due no later than the "120th day after the Closing," and subsequent reports are due at 90-day intervals. *Id.* at para. 7, pp. 6-7.

Recently, the scope of my employment was expanded to include work as the fee examiner (Docket No. 1489, Aug. 7, 2024). The process of gathering the data for analysis of those fees is still ongoing.

Specific Tasks Undertaken

General ethics consulting and advice. MLG continues to be proactive about reaching out to me when it has ethics questions or, even more important, when something has gone wrong, so that MLG and I can work together to solve any problems. I have acted as a conduit for some former LPG clients who were unsure whether their agreements had been assumed, and – when it was clear that their contracts had not been assumed – I have helped them contact the Trustee to discuss their options. The Trustee’s team has been extremely responsive every time that I have sent an LPG client to them. I have also reviewed MLG’s letters to their dissatisfied clients, some of whom are still conflating LPG’s behavior with MLG’s behavior. When there has been a mistake on MLG’s part, MLG has reached out to the affected client to propose how to correct the mistake and has kept me in the loop throughout the resolution of that mistake.

No longer responding to a specific reporter. Having tried in vain several times to explain to Daniel Connolly of LAW360 that his reporting was inaccurate or misleading, I contacted Mr. Connolly’s editor to inform him that I would no longer deal directly with Mr. Connolly.

Discussions with various regulatory agencies. I continue to have monthly discussions scheduled with attorneys for the attorneys general and consumer protection divisions of several states, as well as with a representative of the CFPB.

Audit of “gap period” clients who were paying for services, in order to determine if those clients should have received refunds of their payments. Last week, I shared a screen with Morning Law Group to audit a sampling of the roughly 860 files that involved “paying and not yet opted-out” clients during the gap period. We reviewed forty such files, randomly selected, which represents just under 5% of the total files.

Thirty-nine of the forty files either showed details of what work was done for the client (which would mean that MLG had earned the fees that the clients paid during that gap period) or, if

little or no work was done, showed that the client had opted out early in the gap period and that the clients' payments had ceased. There was an anomaly on one of the forty files, and MLG circled back with me this week to close the loop on the last file.

As the Court is well aware, LPG's files going into that gap period were in extreme disarray. For example, a client would call up MLG to ask what was being done about a summons, or a hearing, or a default judgment, and the file would not have any indication that any activity in the case was occurring at all. Therefore, as MLG was reviewing the gap period files, it generally used a two-step approach: performing triage when a client called with an immediate need, and systematically going through the non-emergency files to figure out what was going on in the case.

In terms of the work being performed during the gap period, each file indicated every incoming and outgoing call, the substance of the incoming calls, and the gist of the voicemails left as outgoing calls. I saw several files indicating that MLG had helped the client file a proof of claim in the case, even while the clients were actively opting out. In my review of the files that saw significant work, I observed that MLG was able to help those clients with settlements of some lawsuits, and I observed several files that involved getting new client authorization letters to talk with each creditor, when a general power of attorney wouldn't suffice for that creditor's procedures. In my opinion, using ballpark figures for what would be billable rates for what was actually flat-rate work, the amount of work matched up well with the fees charged.

In some of the files, calls from the gap period clients indicated that their local counsel had not gotten back to them. But when those complaints were cross-referenced against the local attorneys' notes on those clients, the local attorneys' notes showed that the calls to clients had been made. My educated guess is that the clients might have been conflating LPG and MLG for some of these types of calls.

Based on my audit, I have concluded that MLG was handling the gap period clients appropriately. After seeing the patterns of activity in the first 40 files, I decided not to review another 40 files, but if this Court wishes a more extensive audit, I can seek help from the Trustee's auditors to do a deeper dive.

Conclusion

MLG continues to display a customer-centric approach to legal representation. I am happy to answer any questions that the Court might have about this Fourth Report.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Nancy B. Rapoport', with a long, sweeping horizontal line extending to the right.

Nancy B. Rapoport
Monitor
Las Vegas, NV
August 27, 2024

PROOF OF SERVICE OF DOCUMENT

I am over the age of 18 and not a party to this bankruptcy case or adversary proceeding. My business address is: 655 W. Broadway, Suite 800, San Diego, California 92101

A true and correct copy of the foregoing document: **FOURTH REPORT OF ETHICS COMPLIANCE MONITOR NANCY B. RAPOPORT - AUGUST 27, 2024**

will be served or was served (a) on the judge in chambers in the form and manner required by LBR 5005-2(d); and (b) in the manner stated below:

1. TO BE SERVED BY THE COURT VIA NOTICE OF ELECTRONIC FILING (NEF): Pursuant to controlling General Orders and LBR, the foregoing document will be served by the court via NEF and hyperlink to the document. On August 27, 2024, I checked the CM/ECF docket for this bankruptcy case or adversary proceeding and determined that the following persons are on the Electronic Mail Notice List to receive NEF transmission at the email addresses stated below:

☒ Service information continued on attached page

2. SERVED BY UNITED STATES MAIL:

On August 27, 2024, I served the following persons and/or entities at the last known addresses in this bankruptcy case or adversary proceeding by placing a true and correct copy thereof in a sealed envelope in the United States mail, first class, postage prepaid, and addressed as follows. Listing the judge here constitutes a declaration that mailing to the judge will be completed no later than 24 hours after the document is filed.

YCIR Inc.
Hector Ocegueda
535 S Barranca St #4
Covina, CA 91723

☐ Service information continued on attached page

3. SERVED BY PERSONAL DELIVERY, OVERNIGHT MAIL, FACSIMILE TRANSMISSION OR EMAIL (state method for each person or entity served): Pursuant to F.R.Civ.P. 5 and/or controlling LBR, on August 27, 2024, I served the following persons and/or entities by personal delivery, overnight mail service, or (for those who consented in writing to such service method), by facsimile transmission and/or email as follows. Listing the judge here constitutes a declaration that personal delivery on, or overnight mail to, the judge will be completed no later than 24 hours after the document is filed.

JUDGE'S COPY - VIA FEDEX

The Honorable Scott C. Clarkson
United States Bankruptcy Court
Central District of California
Ronald Reagan Federal Building and Courthouse
411 West Fourth Street, Suite 5130 / Courtroom 5C
Santa Ana, CA 92701-4593

☐ Service information continued on attached page

I declare under penalty of perjury under the laws of the United States that the foregoing is true and correct.

August 27, 2024
Date

Caron Burke
Printed Name

/s/ Caron Burke
Signature

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This form is mandatory. It has been approved for use by the United States Bankruptcy Court for the Central District of California.

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